

PRIDE MONTH

IMPACT YOUR PRACTICE

Close the gap LGBTQ patients face due to Stigma + Discrimination

FOCUS ON WAYS YOU CAN CREATE A WELCOMING ENVIRONMENT FOR ALL PATIENTS

PHRASES

How might the language we use impact the environment in our pharmacy?

Can I help you, sir?

- Addressing individuals as sir or ma'am seems respectful but **How can I help you?** is more inclusive language

Can you help that lady over there?

- Consider rephrasing to: **Can you help the patient waiting by the register?**

PRONOUNS

A Pronoun is defined as the words people should use when referring to you, but not using your name. Being called the wrong pronoun can feel demeaning or frustrating.

- Do not assume pronouns. Not sure what to use? A question to ask could be as simple as saying: What pronouns do you use?
- If you make a mistake – apologize. Don't harp on it and move on.
- They/them is used as singular term.
- Ze, zir, zirs and are all gender pronouns that some transgender, non-binary or gender-non-conforming people might use if gender neutral pronouns make them feel more comfortable.

QUESTIONS

- What name would you like us to use?
- What is your name on your insurance?
- What are your pronouns?
- What sex were you assigned at birth?
- What is your current gender identity?